

# Glossary

---

## **5250**

Protocol used for information transfer and presentation across the IBM product line.

## **3278**

Class of IBM display terminals used with IBM hosts.

## **AID**

Attention identifier; the key that interrupts the operation of the host to process the current terminal input.

## **Application**

With respect to IVR, an application is a program that controls the activity on one or more telephone trunks connected to an Application Processor. With respect to a host computer, it is any type of program that carries out a task.

## **Application developer**

A person who creates IVR applications.

## **Application processor**

A computer or workstation running IVR.

## **Branch**

A pathway between cells in an IVR application.

## **Call flow**

A diagram of an application.

## **Caller**

A person whose phone call is received or originated by an IVR application.

### **Cell**

The basic element of an IVR application. Each cell performs an action—like playing a prompt to a caller. Each cell has a set of branches to other cells. After the cell performs its action, it determines which branch the application should follow to the next cell.

### **Channel**

A telephone trunk within a cluster of APs.

### **COMA cell**

IVR cell that cancels a transaction with a 5250 host.

### **COMI cell**

IVR cell that sends input to a 5250 host via the TRS process.

### **COMO cell**

IVR cell that receives output from a 5250 host via the TRS process.

### **Emulation**

Imitating a computer or computer system with a combination of hardware and software. Allows programs written for one computer to be run on another.

### **Host**

A networked computer that provides applications and services to other networked computers. In this guide, a host is an IBM computer that supports the 5250 communication protocol.

### **Prompt**

A voice recording that helps lead a caller through an application.

### **Session**

A connection to a host as defined in the trs.conf file, representing a terminal connection.

### **SNA**

Systems Network Architecture. An IBM protocol that defines how IBM computers (and any other computer that uses the SNA protocol) transmit and receive data. This protocol is also used by many other computer hardware and software manufacturers.

**System administrator**

A person who is responsible for configuring, installing and running IVR applications, managing prompts, and running reports.

**Templates**

ASCII files used by the TRS process to manage the 5250 terminal session.

**Transaction**

The function performed by a set of action and screen template files when executed by TRS.

**TRS**

Terminal Resource Server. IVR process that manages the assignment of the available terminal resources on the application processor.

# **Meridian IVR**

## **5250 Gateway Development Guide**

Nortel  
Customer Documentation  
522 University Avenue, 14th Floor  
Toronto, Ontario, Canada  
M5G 1W7

© 1996 Northern Telecom  
All rights reserved

Information is subject to change without notice. Northern Telecom reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

|                     |               |
|---------------------|---------------|
| Publication number: | 555-9001-318  |
| Product release:    | 2.0/1         |
| Document release:   | Standard 1.0  |
| Date:               | February 1996 |

Printed in the United States of America

**NORTEL**  
**NORTHERN TELECOM**